

# Claims Payment Voice Response System Instructions

1.) Be prepared to enter:

- Your Bridges Resource ID number, and
- The last four digits of your Social Security Number or the last four digits of your Federal Identification Number.

2.) Using a touch-tone phone call **1-888-294-4353** and follow the instructions.

3.) Select Preferred Language:

- Press 1 on a touch-tone phone for instructions in English, or
- Press 2 on a touch-tone phone for instructions in Spanish.

4.) Enter your identification numbers:

- Step 1 – Enter your Bridges Resource ID Number followed by the # key
- Step 2 – Enter the last four digits of your Social Security Number or Federal Identification Number.

5.) Select Payment Information:

- Press 1- for **Current Payment** Information.

Claims that were processed and are in the current payment cycle; check has been scheduled to be mailed. Specific details for each payment will be available and will include the child's name, the date(s) of service and the paid amount.

- Press 2 - for **In-Process Payment** Information.

Claims that were processed and are pending for the next payment cycle. Specific details for each payment will be available and will include the child's name and the date(s) of service. The claim amount is not available.

- Press 3 - for Information on the **last 5 Payments**.

Payments made for the 5 most recent claims received by DHHS in the last 6 months. Specific details for each payment will be available and will include the child's name, the date(s) of service and the paid amount.